



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF STATE UNIFORM PAYROLL

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March 22, 2001

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2001-51

TO: All UPS Agencies

FROM: Ronald S. Mitchell
Director

SUBJECT: OSUP Procedures and Forms for ISIS HR Void and Reissue

OSUP is currently developing new agency procedures and forms to be used in processing transactions in the new ISIS HR system. The attached procedures, **"Replacement Employee Check/EFT"** and **"Reverse & Reissue Employee Check/EFT"**, outline the necessary steps that the agencies must take to reverse (void) and replace/reissue an employee payment in ISIS HR. These new procedures and forms cannot be used until after the first off-cycle and regular payroll checks are issued, the week of April 6, 2001.

To accommodate changes in business practices, two new forms have been developed for agencies to use in the "Replacement" and "Reverse (void) & Reissue" processes. The first form, Replacement Employee Check/EFT (OSUP/F2), is to be used when a check/EFT must be replaced and there are no changes in the gross to net calculation. The second form, Reverse and Reissue Employee Check/EFT (OSUP/F3), is to be used when a check/EFT must be reversed (voided) and reissued for a lesser amount. Copies of the new forms are attached. Agencies should make copies or print the forms from OSUP's website (<http://www.doa.state.la.us/osup/osup.htm>).

Agencies must continue to use the UPR/F10 and UPR/F20 forms and follow procedures outlined in the Standard Accounting Procedures Manual and OSUP memos when voiding and reissuing employee payments issued through the Uniform Payroll System.

Please review the attached procedures and forms and contact Laura Odom at (225) 342-5332 or Angel Vernon at (225) 342-0717 if you have any questions or comments.

RSM:LAO

Attachments:

Replacement Employee Check/EFT procedures
Reverse & Reissue Employee Check/EFT procedures
OSUP/F2, Replacement Employee Check/EFT form
OSUP/F3, Reverse & Reissue Employee Check/EFT form

REPLACEMENT EMPLOYEE CHECK/EFT

The Replacement Employee Check/EFT (OSUP/F2) form is used to replace a payroll or off-cycle check when the check has been lost, stolen or destroyed and there are no changes in the gross to net calculation (all earnings, withholdings and net pay are correct). Stop payment processing will be required on all checks that have been lost, stolen or destroyed. Current procedures allow a stop payment to be processed by OSUP no sooner than the 10th (mailing) day after the check was mailed. A replacement may also be requested when the payroll or off-cycle EFT has been returned and there are no changes in the gross to net calculation. **NOTE: The replacement process will generate a CHECK to replace the original check or EFT (see Reverse and Reissue procedures to reissue a correct EFT payment, that has been returned, via an EFT).** OSUP will receive notices of EFT returns/corrections generated by the financial institutions for records that they have identified as containing incorrect information. This information will be communicated to the agencies by OSUP. Agencies must then complete all necessary corrections to the employee's bank detail in the master data prior to submitting the replacement request to OSUP. Once OSUP receives confirmation of stop payment (on checks) or return of funds (on EFT's), the replacement process will be completed and the replacement check/EFT will be generated by OSUP.

Note on EFT's: A replacement may be allowed when the payroll or off-cycle EFT payment has been deposited to the wrong account and/or financial institution. Agencies must obtain OSUP's approval for this prior to submitting the **Replacement** form to OSUP.

Each agency is responsible for preparing OSUP/F2 forms and submitting these requests to OSUP for processing. It is the agency's responsibility to assure that complete and accurate information is provided to OSUP. Incomplete requests will not be processed and will be returned to the agency for completion and/or correction.

The following procedures outline how to process a **Replacement** transaction:

1. Write or stamp the word "VOID" over the signature on the face of the employee regular or off-cycle payroll check if replacing a non-negotiable check. Make a photocopy. If the check has been lost, stolen, or destroyed, a Stop Payment request must be prepared and submitted to OSUP. Refer to OSUP procedures for ISIS HR Stop Payments for additional information.
2. Prepare a **Replacement Employee Check/EFT (OSUP/F2)** form by completing the following fields:
 - a. Type of Replacement (check or EFT)
 - b. Employee Name
 - c. Employee Personnel Number
 - d. Social Security Number
 - e. Personnel Area Number
 - f. Check No. or EFT Document No.

- g. Check/EFT Date
- h. Net Amount
- i. Reason for request
- j. Prepared by
- k. Phone number

Note: Agencies are permitted to FAX in the **Replacement Employee Check/EFT (OSUP/F2)** requests ONLY for Stop Payment Requests and EFT returns since no check is being submitted.

3. If mailing address or bank detail was incorrect, agencies must correct in ISIS HR prior to submitting to OSUP. Appropriate reason should be marked on replacement request along with the date the correction was made.
4. Submit to OSUP the **Replacement Employee Check/EFT (OSUP/F2)** along with all required documentation by the daily deadline of 10:00 a.m. Retain a copy of the requests and the check or appropriate documents in your agency's Replacement Employee Checks/EFT Suspense file.
5. OSUP will complete the **Replacement** process on the business day following the receipt of the request. This replacement process will "void" the original check number assigned to this payment. Payments requested on the **Replacement Employee Check/EFT (OSUP/F2)** will be printed and transmitted by OSUP the next business day. Checks will be mailed directly to the employee.
6. Agencies can view the employee's payroll history to determine when the off-cycle check/EFT has been processed for the **Replacement**. Payroll history can be viewed by following the menu path: Human Resources>>Payroll>>America>>USA>>Off-Cycle>>Off-Cycle Workbench or by using transaction code PUOC_10. Once the agency has verified that the **Replacement** process has been completed, these copies may be removed from the Suspense file following agency policy.

Replacement Employee Check/EFT

Use this form to reverse (void) and reissue a payroll or off-cycle check when the check has been lost, stolen or destroyed and there are no changes in the gross to net calculation (the net pay of the check is correct), or when the payroll or off-cycle EFT has been returned or deposited to the wrong account and/or financial institution. Note: The employee's bank detail must be corrected in the master data prior to submitting a replacement request on an EFT transaction. This transaction will generate a CHECK for replacement of a check or EFT.

Type of Replacement:

- ☐ Check (Account #1571658333)
- ☐ EFT (Account #1571658325)

Employee Information:

Employee Name: _____

Employee Personnel No.: _____

Social Security Number: _____

Personnel Area Number: _____

Check Information:

Check No. or EFT Document No.: _____

Check/EFT Date: _____

Net Amount: \$_____

Reason for request:

- ☐ Check non-negotiable (**Original check must be attached to request**)
- ☐ Stop payment requested (attach OSUP/F4 and OSUP/F5 or OSUP/F6)
- ☐ EFT return Return Date: _____
- ☐ Master Data bank detail incorrect Date Corrections Made: _____

Note: It is the agency's responsibility to assure that complete and accurate information is provided to OSUP. Incomplete requests will not be processed by OSUP. These requests will be returned to the agency for completion and/or correction.

Prepared By: _____ Phone Number: _____

For OSUP Use

Stop Pay Processed: _____ Analyst _____

EFT Reversal Requested: _____ Analyst _____

Credit Advice Received: _____ Analyst _____

ISIS HR Reversal Complete: _____ Analyst _____

Comments: _____

REVERSE & REISSUE EMPLOYEE CHECK/EFT

The Reverse and Reissue Employee Check/EFT (OSUP/F3) form is used when a payroll or off-cycle check/EFT has been issued in error. (Example: A change to the master data or a change to the time record reflects an overpayment occurred and a check/EFT needs to be reversed [voided] or reversed & reissued for a lesser amount). This process can also be used to reissue a payroll or off-cycle EFT return when there are no changes in the gross to net calculation and payment is requested to be made via EFT. Some overpayments may require an employee to send a personal check or money order to correct the overpayment, or an agreement may be reached with the agency to recover the amount owed from future pay. **Refer to ISIS HR Help “Overpaid Employee Repays via Check/Money Order” for process information.** Agencies must complete all corrections in master data and/or the time record prior to performing the “Regular Period on Demand Check” (Employee Check or EFT) process to produce the reissue check/EFT.

Note on EFT's: EFT reversals will only be processed by OSUP in certain situations for employee overpayments. Agencies must obtain OSUP's approval for this prior to submitting the **Reverse** form to OSUP.

Each agency is responsible for preparing OSUP/F3 forms and submitting these requests to OSUP for processing. It is the agency's responsibility to assure that complete and accurate information is provided to OSUP. Incomplete requests will not be processed and will be returned to the agency for completion and/or correction. When possible, it is beneficial for the reverse transactions to clear in the same month that the original check/EFT was issued so that the monthly vendor payments are accurate.

Warning:

It is the agency's responsibility to monitor **Reverse** Check/EFT Requests on terminated employees. If a transaction reverses a deduction that has already been remitted to the vendor and can't be recovered (e.g., ORP [Optional Retirement Plan] contributions, garnishments, employee has drawn out contributions to retirement or credit union), then the agency must contact OSUP and the vendor immediately to inform them of the refund. **The agency will accept responsibility for covering any deficit incurred due to the processing of Reverse Employee Check/EFT Requests.**

The following procedures outline how to process a **Reverse and Reissue** transaction:

1. Write or stamp the word “VOID” over the signature on the face of the employee regular or off-cycle payroll check. Make a photocopy. If the check has been lost, stolen, or destroyed, a Stop Payment request must be prepared and submitted to OSUP. Refer to OSUP procedures for ISIS HR Stop Payments for additional information.
2. Prepare a **Reverse and Reissue Employee Check/EFT (OSUP/F3)** form by completing the following fields:

- a. Type of Reversal (check or EFT)
- b. Employee Name
- c. Employee Personnel Number
- d. Social Security Number
- e. Personnel Area Number
- f. Check No. or EFT Document No.
- g. Check/EFT Date
- h. Net Amount
- i. Reason for request
- j. Prepared by
- k. Phone number

Note: Agencies are permitted to FAX in the **Reverse and Reissue Employee Check/EFT (OSUP/F3)** requests ONLY for an EFT reversal since no check is being submitted.

3. Before a new check/EFT can be **Reissued** to the employee, the agency must complete all necessary corrections to the employee's master data and/or time records.
4. Submit to OSUP the **Reverse and Reissue Employee Check/EFT (OSUP/F3)** form along with all required documentation by the daily deadline of 10:00 a.m. Retain a copy of the requests and the check or appropriate documents in your agency's Reverse and Reissue Employee Check/EFT Suspense file.
5. OSUP will complete the **Reverse** process by 2:00 p.m. on the business day following the receipt of the request.
6. Agencies must view the employee's payroll history to determine when the **Reverse** has been completed. Payroll history can be viewed by following the menu path: Human Resources>>Payroll>>America>>USA>>Off-Cycle>>Off-Cycle Workbench or by using transaction code PUOC_10. Once the agency has verified that the **Reverse** process has been completed, copies may be removed from the Suspense file following agency policy.
7. After both the corrections and **Reverse** process have been completed, the agency must perform the "Regular Period on Demand Check" (check or EFT) process in the ISIS HR system to generate the employee off-cycle payment. **Refer to the on-line State of LA Help for step by step instructions on this process.** The off-cycle check/EFT will be printed/transmitted by OSUP the next business day following the agency's completion of the "Regular Period on Demand Check" (check or EFT) process. Checks will be mailed directly to the employee

Note: The off-cycle **Reissue** check/EFT cannot be produced in ISIS HR until OSUP has completed the **Reverse** process.

Reverse and Reissue Employee Check/EFT

Use this form when a payroll or off-cycle check/EFT has been issued in error. (Example: A change to master data or a change to time entry reflects an overpayment occurred, and a check/EFT needs to be voided or reissued in a lesser amount). This transaction can also be used to reissue a payroll or off-cycle EFT return when there are no changes in the gross to net calculation and payment is requested to be made via EFT. Once OSUP completes the reverse process, agencies must complete all necessary updates to master data and/or time entry, then complete the "Regular Period on Demand Check" process in ISIS HR. Note: EFT reversals will only be processed in certain situations for employee overpayments. Contact OSUP concerning reversals on EFT transactions.

Type of Reversal:

- ☐ Check (Account #1571658333)
- ☐ EFT (Account #1571658325)

Employee Information:

Employee Name: _____

Employee Personnel No.: _____

Social Security Number: _____

Personnel Area Number: _____

Check/EFT Information:

Check No. or EFT Document No: _____

Check/EFT Date: _____

Net Amount: \$ _____

Reason for request:

- ☐ Overpayment
- ☐ EFT return Return Date: _____
- ☐ Other: _____

Original Voided check must be attached to request.

Note: It is the agency's responsibility to assure that complete and accurate information is provided to OSUP. Incomplete requests will not be processed by OSUP. These requests will be returned to the agency for completion and/or correction.

Prepared By: _____ Phone Number: _____

For OSUP Use

EFT Reversal Requested: _____ Analyst: _____

Credit Advice Received: _____ Analyst: _____

ISIS HR Reversal Completed: _____ Analyst: _____

Comments: _____
